

**2009 State Damage Prevention Program Grants Final Report**  
**Funding Opportunity Number: DTPH56-09-SN-0001**  
**CFDA Number: 20.720**

**Award Number:** DTPH56-G-PHPS04  
**Project Title:** State Damage Prevention Program  
**Date Submitted:** July 1, 2010  
**Submitted by:** Dan Meiners

**Specific Objective(s) of the Agreement**

1. Continue its excavation quality control program and outreach program to strengthen the Regional Common Ground Alliance.
2. Support a legislative effort, proposed by Indiana 811's Legislative Committee in conjunction with the Indiana Energy Association, by sponsoring stakeholder meetings to discuss proposed changes to the call before you dig law and/or developing educational materials related to the proposed changes. The legislative effort consists of proposed changes to the call before you dig law in Indiana that could be introduced into the 2009 Indiana State Legislative session. Key changes to IC 8-1-26 are related to the establishment of a seven (7) member Underground Protection Advisory Committee that would oversee an enforcement program.
3. Provide Indiana 811 members with a marketing tool box that can be used to promote a consistent message on 811 and the "Call Before You Dig" process. Member utilities and stakeholders will be able to track their efforts on the existing web based tool ([www.onecallmaps.org](http://www.onecallmaps.org)) provided by Indiana 811. In addition, Indiana 811 will acknowledge public education efforts in their quarterly newsletter.
4. Develop a web-based portal that will be used to provide interactive web-based training that emphasizes Common Ground Alliance best practices. The portal will be developed with a tiered set of training lessons that will start with the basics and increase in difficulty as a trainee progresses through the course. Once a trainee has completed the entire course, he/she will receive a printable certificate as proof of successful completion of the training.
5. Sponsor four (4) quarterly stakeholder events designed to foster the Regional Common Ground Alliance in Indiana.

**Workscope**

Under the terms of this agreement, the Grantee will address the following elements listed in 49 USC §60134 through the actions it has specified in its Application.

- *Element (2): A process for fostering and ensuring the support and partnership of stakeholders, including excavators, operators, locators, designers, and local government in all phases of the program.*

*This Element was addressed through this grant program. Indiana has made considerable progress in developing the partnership contemplated by this element. Participation by certain stakeholder groups including locators and excavators is increasing at meetings. The Accomplishments and Quantifiable Metrics/Measures of Effectiveness sections of the report provides additional information specific to this element.*

- *Element (4): Participation by operators, excavators, and other stakeholders in the development and implementation of effective employee training programs to ensure that operators, the one call center, the enforcing agency, and the excavators have partnered to design and implement training for the employees of operators, excavators, and locators.*

*This Element is in the process of being addressed by our on-going efforts to development a web-based training portal. In addition, Indiana 811 has held and participated in many meetings with stakeholders to provide on-site training related to the call before you dig process. The Accomplishments and Quantifiable Metrics/Measures of Effectiveness sections of the report provides additional information specific to this element.*

- *Element (5): A process for fostering and ensuring active participation by all stakeholders in public education for damage prevention activities.*

*This Element was addressed by this program. The establishment of the Indiana Damage Prevention Council Central Chapter, and our participation in other Regional CGA's are designed to promote stakeholder involvement in public education. The Accomplishments and Quantifiable Metrics/Measures of Effectiveness sections of the report provides additional information specific to this element.*

- *Element (6): A process for resolving disputes that defines the State authority's role as a partner and facilitator to resolve issues.*

*In 2009 Indiana was successful in pursuing new legislation within the Indiana dig law IC 8-1-26 that addresses this element, and it is also being addressed outside of the program funded by this grant. The Accomplishments and Quantifiable Metrics/Measures of Effectiveness sections of the report provides additional information specific to this element.*

- *Element (7): Enforcement of State damage prevention laws and regulations for all aspects of the damage prevention process, including public education, and the use of civil penalties for violations assessable by the appropriate State authority.*

*In 2009 Indiana was successful in pursuing new legislation within the Indiana dig law IC 8-1-26 that addresses this element, and it is also being addressed outside of the program funded by this grant. The Accomplishments and Quantifiable Metrics/Measures of Effectiveness sections of the report provides additional information specific to this element.*

**Accomplishments for the grant period (Item 1 under Agreement Section 9.02 Final Report: “A comparison of actual accomplishments to the objectives established for the period.”)**

The primary objectives of this program were to: (1) continue its excavation quality control program (2) Support legislative efforts (3) provided Indiana 811 members with a marketing tool box (4) Develop a web based portal for interactive training and (5) Sponsor 4 quarterly stakeholder events designed to foster the Regional Common Ground Alliance in Indiana.

**Objective 1 – Site Visit Quality Control**

The field agent assigned to the SDPP project in Indiana continued to make dig site inspections during the grant period of June 1<sup>st</sup>, 2009 through May 31<sup>st</sup>, 2010. In addition, one of the main goals assigned to the field agent was to coordinate the establishment of Regional Damage Prevention Councils (RDPC) in the State of Indiana. On November 4<sup>th</sup>, 2009, a stakeholders meeting was held at Indiana 811 to establish the first Regional Chapter of the Common Ground Alliance known as the Indiana Damage Prevention Council Central Chapter. Currently, discussions are being held between Indiana, Ohio and Kentucky to establish another RDPC that would be made up of stakeholders in Southern Ohio and Indiana, and Northern Kentucky. Additional information regarding Objective 1 is covered under the “Quantifiable Metrics/Measures of Effectiveness” portion of the report.

**Objective 2 – Legislative Efforts**

In 2009 Indiana 811 was successful in having major revisions made to the law (IC 8-1-26), especially with regards to damage prevention, and the establishment of an Advisory Committee to oversee

enforcement and civil penalties. Additional information regarding Objective 2 is covered under the “Quantifiable Metrics/Measures of Effectiveness” portion of the report.

### **Objective 3 – Member Toolkit**

In conjunction with MGH Advertising and Public Relations, material for a Member Toolkit was developed and is available for downloading by all stakeholders at the Indiana 811 website <http://www.indiana811.org/toolkit.php>. The Member Toolkit continues to be a work in progress and new material continues to be identified and developed. Additional information regarding Objective 3 is covered under the “Quantifiable Metrics/Measures of Effectiveness” portion of the report.

### **Objective 4 – Web Training Portal**

The development of a tier based interactive web training and certification portal is still on-going. Modules to be included in the training, as well as the content, have been established for the on-line training modules. However, the project was placed on hold due to the departure of the Indiana 811 Director of IT, who was responsible for evaluating and selecting the software we would need to purchase to develop the web training portal. Additional information regarding Objective 4 is covered under the “Quantifiable Metrics/Measures of Effectiveness” portion of the report.

### **Objective 5 – Damage Prevention Stakeholder Events**

As mentioned under Objective 1, one of our main goals has been to establish Regional Damage Prevention Councils (RDPC). The Indiana Damage Prevention Council Central Chapter, which was established in November, 2009, has held eight (8) council meetings at the Indiana 811 facility. In addition, preliminary plans are in place to establish a tri-state RDPC made up of stakeholders from Indiana, Ohio and Kentucky. In addition, the field agent and other members of Indiana 811 attended and participated in many events in 2009 and 2010 that focused on damage prevention awareness. Additional information regarding Objective 5 is covered under the “Quantifiable Metrics/Measures of Effectiveness” portion of the report.

**Quantifiable Metrics/Measures of Effectiveness (Item 2 under Section 9.01 Project Report: “Where the output of the project can be quantified, a computation of the cost per unit of output.”)**

### **Objective 1 – Site Visit Quality Control**

One of the major goals of this program has been to gather information on the performance of the call center and the locators. This has been on-going since June of 2008. During the life of the project, over 1,600 site inspections have been conducted, and approximately 400 follow-up visits have been conducted in an eight (8) county area. During the current 2009/2010 grant period 652 site inspections were conducted, and 120 follow-up visits were conducted. The results of these visits can be accessed and downloaded at [www.sdpp.onecallmaps.org](http://www.sdpp.onecallmaps.org). In addition, Attachment A is the slide presentation that the field agent utilizes to explain the SDPP program and how the information is captured on a website portal. Our field agent continues to conduct site visits and report his findings.

Funding has been used to sponsor the creation of a Regional Chapter of the Common Ground Alliance known as the Indiana Damage Prevention Council Central Chapter (IDPCCC). To date, Indiana 811 has hosted eight (8) IDPCCC meetings at our facility. Initial meetings focused on setting the goals of the council, electing officers, and adopting by-laws. The field agent worked with a local graphic artist to create an IDPCCC logo for the Central Council, as well as future Northern and Southern Councils in Indiana. In addition, the IDPCCC is in the process of developing a brochure. Khrysanne Kerr of the CGA attended the June 2010 meeting and gave a presentation, stressing the importance of establishing Regional Partners to the CGA. Attachment B contains copies of meeting agendas/minutes/attendance, adopted by-laws, logos and the proposed brochure.

As mentioned previously, preliminary discussions are being held between Indiana, Ohio and Kentucky to establish a Regional CGA made up of stakeholders from Southern Indiana and Ohio, and Northern

Kentucky. If this effort is successful, then we will investigate the possibility of partnering with Ohio and Michigan to establish another RDPC that would include stakeholders in Northern Indiana and Ohio, and Southern Michigan.

### **Objective 2 – Legislative Efforts**

In 2009 Indiana successfully pursued legislation that incorporate civil penalties and enforcement into the State One Call law IC 8-1-26 (Attachment C). The Indiana Utility Regulatory Commission (IURC) in conjunction with an Advisory Committee made up of stakeholders, will be reviewing and enforcing this portion of the legislation. The IURC has been responsible for (1) rulemaking for the Advisory Committee, and (2) the process of selecting industry representatives to serve on the Advisory Committee. The Governor of the State of Indiana recently selected and appointed various stakeholders to the Advisory Committee. Also, representatives from Indiana 811 have been working closely with the IURC, as well as representatives from various pipeline utilities, to develop a computer based program that will be utilized by the IURC and the Advisory Committee to capture events that are investigated by the IURC and the Advisory Committee. This computer program will provide a means for the IURC and the Advisory Committee to capture data related to potential violations, as well as document and report their findings, and subsequent rulings regarding incidents that are investigated.

In order to educate the stakeholders on the new changes to the law Indiana 811 has conducted presentations at many events during 2009 and 2010 (Attachment D). In addition, Indiana 811 created FAQ's on the changes, which cover the main points of new law (Attachment E), and information has been included in several Indiana 811 newsletters (Attachment F).

The efforts of educating stakeholders on the changes to IC 8-1-26 will be on-going, especially with regards to oversight by the Advisory Committee and enforcement, therefore, Indiana 811 will continue to host and attend events throughout the State of Indiana.

### **Objective 3 – Member Toolkit**

As mentioned in the Accomplishments section, Indiana 811 contracted with MGH Advertising and Public Relations to develop a Member Toolkit for Indiana 811. Information pertaining to the Member Toolkit has been included in several Indiana 811 newsletters (Attachment F). In addition, a stakeholder survey was conducted by Indiana 811 to obtain feedback on our newsletters and the material that has already been developed for our Member Toolkit. The results of the survey conducted by MGH can be reviewed in Attachment G.

The Member Toolkit is available for downloading by all stakeholders at the Indiana 811 website <http://www.indiana811.org/toolkit.php> Per Indiana 811's agreement with MGH Advertising and Public Relations (Attachment H), new items and information will continue to be developed and made available through the Member Toolkit. Attachment I contains a brief summary of the material that has been created to-date, and screenshots from the Indiana 811 Member Toolkit website.

#### **Objective 4 – Web Training Portal**

When the mid-term report was submitted for the first half of the grant period, Indiana 811 was actively setting timeline goals and identifying the material to be included in the web training and certification portal (Attachment J). Various industry related resource materials were identified (e.g. industry videos, books, CGA Best Practices, etc.), as well as the development of specific questions to be included in the training modules (Attachment K).

In addition, we conducted a survey that can be accessed at <http://www.surveymonkey.com/s/R3KNWST> soliciting feedback from stakeholders on the areas they would like to see specific training covered in the modules. There were 163 responses to the survey (Attachment L). In addition, we had discussed this endeavor with representatives of the Common Ground Alliance, and they were very supportive of this endeavor.

Although many goals were met, our Director of Information Technology left the organization in April 2010. This individual had been tasked with determining what software options were available that would allow us to develop and implement the web based training portal. At the time of his departure he had narrowed down his search to evaluating a product called Adobe Connect, however, he did not complete this evaluation prior to leaving and a software product was not purchased.

Indiana 811 still is committed to developing a web training portal, and our new Manager of Information Technology has been tasked to identify whether we should secure software to develop this training portal or outsource this project to a company that specializes in developing on-line training. Once a decision is made, then Indiana 811 will revive this project and move forward.

#### **Objective 5 – Damage Prevention Stakeholder Events**

During the grant period, the SDPP field agent attended various damage prevention meetings and events on a regular basis. The field agent continues to host and coordinate the IDPCCC monthly meetings and to attend the monthly meetings of the Southwest Ohio Utility Safety Council. In addition, he is actively involved in efforts for Indiana, Ohio and Kentucky to partner in the establishment of a Regional Damage Prevention Council. In addition, to these tasks, Attachment M lists all of the damage prevention stakeholder events that were attended by the field agent and/or a representative of Indiana 811.

#### **Issues, Problems or Challenges (Item 3 under Section 9.01 Project Report: “The reasons for slippage if established objectives were not met.”)**

The only issue encountered during this grant period was the development and implementation of the web training portal, which was due to the departure of the Indiana 811 Director of Information Technology. His untimely departure adversely affected the timeline and our ability to achieve the goal set forth in Objective 4.

#### **Final Financial Status Report**

Standard Form 269 (SF-269) is attached, as well as the breakdown of costs for each object class category (Attachment N).

#### **Requests of the AOTR and/or PHMSA**

*No actions requested at this time.*